Product Manager
BUSINESS ENTERPRISE SYSTEMS

ENTERPRISE **B**USINESS **I**NTEGRATION **C**ENTER

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Product Manager
BUSINESS ENTERPRISE SYSTEMS

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Agenda

- Advantages to the DOIMs
- EBIC Overview
- Services
- Core Support
- Reimbursable Support
- Services
- Customers
- POCs
- Questions

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Advantages to the DOIMs

- The EBIC is complemented by a wealth of knowledge that understands the Army Architecture, Policies and Processes.
- Many of the EBIC personnel and external support have been with the Active Directory Process since its inception over three years ago.
- EBIC employs a rapid deployment force that can arrive on site quickly and utilizing standard templates, perform migration the same way at each installation.
- EBIC will not allow your organization to purchase services or hardware they do need.
- EBIC has the support of the CIO/G6
- EBIC is designed to support the Single DOIM Concept of AKM Goal 3

EBIC Value

The Enterprise Business Integration Center (EBIC) is the single point of contact for Army users for planning and implementing Goal 3 and AEI Initiatives.

- **Ensures compliance**
- **Delivers Standardization**
- **Enterprise support operations**
- **Army Future Force**
- **IT Resource**
- **Goal 3 Direction**

EBIC Scope

Provides on demand services, bringing end-to-end support to the following areas:

- Server Consolidation
- Migration to Active Directory (excludes domain controllers)
- Migration to Windows 2003 (desktop modernization)
- Single DOIM Concept
- Enterprise Systems Management
- COOP/DR
- Application rehosting/modernization
- E-Mail Modernization

EBIC Value Added Support

EBIC utilizes a structured framework to deliver mission critical results to the stakeholders. EBIC delivers:

An easy-to use framework for covering "all of the bases" of a

Planning

A common language for communicating project requirements and responsibilities both internally and externally

Engineering

Reusable "how to" life cycle documentation and deliverables for efficient, high-quality results

Deployment

Guidance and support in adhering EBIC policies and procedures

Operations and Support

Follow-on oversight and management after deployment

Planning → Engineering → Deployment → Operations and Support

EBIC Engineering Support

EBIC supports engineering processes through a standard framework.

Planning

Engineering Process

- Organization-unique mission
- Baseline state assessment
- System-level overview
- Proposed target system configuration/architecture
- Infrastructure
  - Server
  - Desktop
- Security

Security Requirements

- Physical Security
- Data Security
- Network Security
- Server platform hardware limitations
- Network requirements
- User requirements
- Roles and responsibilities
- System management tools
- Performance measures

CONOPS Support

- Organization
- Processes

Target Architecture

- End State
- Command Goals

EBIC Engineering Support

EBIC supports engineering processes through a standard framework.

Impact Analysis

- People
- Facilities
- Current Contracts
- Resourcing Analysis
- Continuity of Operations (COOP) and Disaster Recovery
- Business Case Validation
- Investment requirements
- Resource and other requirements
- Budgetary restrictions
- Licensing requirements
- Facilities
- Floor space availability
- Power
- Fire suppression
- Environmental controls

- Customer support and satisfaction
- Systems Engineering Master Plan
- Engineering Plans
- Tech Assessment and Selection
- Interface and Integration Engineering
- Performance Modeling

Test Plan

- Test Cases
- Testing schedule
- Unit Testing
- System Testing
- User acceptance testing

EBIC Engineering Support

EBIC supports engineering processes through a standard framework.

Deployment

Transition Plan

- Overview of target Architecture
- Transition strategy-phasing of near and long-term migrations
- Risk identification and mitigation
- Organization-Migration team structure
- Configuration change management
- Communications strategy
- Performance management
- Testing plans
- Security accreditation
- Schedule

Operations and Support Planning

- Overview of target Architecture
- Transition strategy-phasing of near and long-term migrations
- Risk identification and mitigation
- Organization-Migration team structure
- Staffing profile
- Resourcing Strategy
- Help desk environment
- Hours of operation
- Automated tools and processes
- Problem escalation and reporting
- System performance and reporting
- Customer feedback

EBIC Review Process

EBIC supports the project review requirements with a standard framework, templates and definition of key components.

Review Process

Requirements By Phase

- Business and Planning Review
- Deliverables
  - Site Plan
  - Project Plan

Engineering Review

Deliverables

- Systems Engineering Plan (SEP)
- Target Architecture
- SSIP Components

Deployment Review

Deliverables

- Transition Plan
- Operations and Support Plan

EBIC Project Management

The EBIC uses industry-tested project management template to support consistent and effective end-to-end project management. This template addresses the following key components for project management:

Project Background (1 of 3)

Project Management Template

- **Objectives**
  - General project objectives
  - Compelling Event(s)
  - Expected end-state

Scope

- **Primary Scope**
- **Boundaries of Work**
- **General Impact**
- **Direct and Secondary Impact of the project**
- **People**
- **Processes**
- **Technology**

Baseline

Project Background

- Environment
- Architectural environment
- Business environment
- Data
- Required data
- Location and security
- Critical Success Factors
- Executive Support
- Funding Plan
- Integration into functional environment

Statement of Work

- **Required Project Results**
- **Expected Deliverables**
- **Completion Criteria**
- **Quantitative measure for successful completion**
- **Relevant Business Requirements**
- **What has to be accomplished**
- **Exclusions**
- **Work to be excluded (detailed boundaries)**

EBIC Project Management

The EBIC uses industry-tested project management template to support consistent and effective end-to-end project management. This template addresses the following key components for project management:

Planning
- Timeframes and milestones
- Resource requirements

Engineering
- Resource requirements
- Timeframes
- Expected effort

Program Management
- Approach
  - Methodology
  - Resources
  - Expectations
- Governance
  - Project specific governance
- Organization, Roles and Responsibilities, Staffing
  - Project Team
  - User Organizations
  - Support Structure
  - Other Stakeholders

Deployment
- Deployment schedule
- Support requirements
- Dependencies and impacts

Operations and Support
- Training requirements
- Deployment Requirements
- Ongoing support

Reporting and Status
- Status Reviews
- SITREPs
- CIO EB Reporting

EBIC Project Management

The EBIC uses industry-tested project management template to support consistent and effective end-to-end project management. This template addresses the following key components for project management:

Performance Management

- Project Management
- Key metrics to ensure success
- Project Measures
- Actual Project Measures
- Analysis of Performance Levels
- Comparison of results to targets

Support Documents

- Memorandum of Agreement
- Sample agreement to tailor per project
- Service-level objectives (SLOs)
- Defined service level
- CLS

Technical Reviews

- Business and Planning Review
- Engineering Review
- Pre-deployment review

Organizational Change Management

- Garrison/DOIM
- Tenants
- General user population
- Other Stakeholders
- Description
- Submission Process
- Format of change request

Cost Recovery

- Total Project Cost
- FTE requirement from EBIC

Risk Management

- Tenant buy-in
- Re-sourcing
- Technical integration
- Applications
- Other

Integrated Work Plan

- Schedule
- Milestones
- Deliverables

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Services (A)

	Service A: Design Discovery of Active Directory and Exchange 2000				
Item #	Service	Hours justification (8 hr day)	Selection	Hours	Cost
1	- Conduct Organizational In-brief	Preparation and presentation of site assessment to command group, organizational ISOs, DOIM and Conduct of Q&A Session	0	6	$ -
2	- Server, Desktop, & Device Accountability based on facility locations	Identification and documentation of equipment.	0	12	$ -
3	- Determine current Network architecture & bandwidth restrictions	Analysis of as-is architecture and communications infrastructure.	0	12	$ -
4	- Determine current Security architecture	Analysis of as-is security architecture	0	6	$ -
5	- Configure SQL Database containing accountable items	Entry and compilation of server, desktop and devices into a pre-formatted SQL database.	0	6	$ -
6	- Determine Requirements Definition including I3MP status & Operational concept	Analysis of upgrades and potential upgrades in accordance with I3MP	1	12	$ 1,440.00
7	- Conduct User/Tenant Survey	Conduct and execution of user/tenant survey.	0	24	$ -
8	- Compile Building List	Collection of buildings targeted for migration.	0	6	$ -
9	- Detemine facility Information (floor-space, HVAC, generators, etc)	Identification and documentation of facility equipment.	0	6	$ -
10	- Define current Tool Set	Analysis and selection of the most efficient tool set to be used for the implementation and migration.	0	6	$ -
11	- Conduct Organizational Out-brief	Preparation and presentation of site assessment findings to command group, organizational ISOs, DOIM and Conduct of Q&A Session	0	6	$ -
12	- Prepare Report of Assessment	Analysis and compilation of Site assessment data and findings.	0	24	$ -
	Service A Total			126	$ 1,440.00

Small <2000 users and computers

Medium >2000 & <4000 users and computers

Large > 4000 users and computers

Core Support versus Reimbursable Support

- **EBIC CORE SUPPORT – Services for which the PM BES is chartered to perform. These services include but are not limited to:**
  - **Support and Assistance to the installations, regions or MACOMs**
  - **Review of Architecture, Security and Policy Documentation**
  - **Implementation of Domain Controllers in CONUS and OCONUS**
  - **Liaison with CIO/G6, NETCOM and PEO EIS**

Core Support versus Reimbursable Support

- **EBIC REIMBURSABLE SUPPORT – Services for which the EBIC is requested to perform a specific service; development or modification of existing processes; performing a task normally conducted by external vendors. The EBIC Support contains but is not limited to:**
  - **Site Assessments for Active Directory, Windows 2003 Migration, ESM Implementation, Configuration Management and Server Consolidation**
  - **Development of an implementation plan to be used as a foundation for the Site Specific Implementation Plan**
  - **Migration of Windows 2003, installation users, Exchange 2003 Accounts and ESM integration.**
  - **Training for Windows 2003, Exchange 2003, Active Directory Services and Windows 2003 Security**

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EBIC Customers (Top 3)

Republic of Korea

AKM Goal 3 and AEI Initiatives

Corpus Christi Army Depot

COOP / Disaster Recover Plan

USARPAC

Active Directory and Server Consolidation Strategy Assistance

POCs

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QUESTIONS?

EBIC

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AKM Goal 3

"Transform the Army Enterprise Infostructure to provide decision dominance for the knowledge-enabled warfighters and business stewards."

Mission 1

Develop and implement the Army Enterprise Infostructure

Mission 2

Provide oversight and policy to Army

Mission 3

Reduce Total Cost of Ownership

Mission 4

Deliver secure web-based, Interoperable, and open systems

Mission 5

Move to performance based enterprise service approach

Army Enterprise Initiatives (AEI)

Defend the Network

Support the Objective Force concept across the Army Knowledge Environment (AKE)

Reduce the total cost to the Army of providing Information Technology (IT) services

Services (B - C)

	Service B: Site Planning, Design, & Architecture for Active Directory	
Item #	**Service**	**Hours justification (8 hr day)**
1	- **Develop Top Level AD Design**	Development of Active Directory top-level design document based on site assessment results.
2	- **Develop Forest, Domain, and OU components**	Development of and enterprise to site integration to include forest configuration (if required), domain and domain controller configuration and OU design.
3	- **Develop Firewall & VPN Configuration Requirements**	Development of recommended firewall and virtual private network configuration document based on the site assessment.
4	- **Develop AD Routing Structure**	Development of the Active Directory routing structure document based on the site assessment.
5	- **Develop COOP & DR Plan**	Development of an operations and disaster recovery planning document based on the site assessment.
6	- **Develop new and/or integrated Tool Set**	Development of a new (if required) and integration with the current tool set document.
7	- **Develop Transition Plan**	Development of a transition planning document prior to the the actual migration.
8	- **Develop Hardware Requirements**	Provide recommendations for hardware acquisition and configuration

	Service C: Site Planning, Design, & Architecture for Exchange 2003	
Item #	**Service**	**Hours justification (8 hr day)**
1	- **Develop Top Level Exchange 2003 Design**	Development of Exchange 2003 design document based on the site assessment and the Active Directory design document.
2	- **Develop Exchange components**	Development of Exchange 2003 component lists and component configuration document.
3	- **Develop Firewall & VPN Configuration Requirements**	Development of a firewall and VPN requirements document for Exchange 2003 based on the site assessment and the Active directory firewall and VPN design document.
4	- **Develop Exchange Routing Structure**	Development of the routing structure for Exchange 2003 based on the site assessment and the Active Directory routing design document.
5	- **Develop Exchange COOP & DR Plan**	Development of a COOP and disaster recovery document for Exchange 2003 based on the site assessment and the Active Directory Coop/Disaster Recovery document.
6	- **Develop new and/or integrated Tool Set**	Development of a new (if required) and integration with the current tool set for Exchange 2003 document.
7	- **Develop Transition Plan**	Development of a transition planning document prior to the the actual implementation and migration of users to Exchange 2003.
8	- **Develop Hardware Requirements**	Provide recommendations for hardware acquisition and configuration

Services (D – E)

	Service D: Site Planning, Design, & Architecture for Server Consolidation	
Item #	**Service**	**Hours justification (8 hr day)**
1	- **Develop Top Level Server Consolidation Design**	Development of the top-level server consolidation design document base on the site assessment.
2	- **Develop detailed component list and configuration**	Development of a document that identifies the components required for server consolidation and the configuration for those components.
3	- **Develop new and/or integrated Tool Set**	Development of a new (if required) and integration with the current tool set for server consolidation document.
4	- **Develop Firewall & VPN Configuration Requirements**	Development of a firewall and VPN requirements document for server consolidation based on the site assessment and the Active directory firewall and VPN design document.
5	- **Develop Hardware Requirements**	Provide recommendations for hardware acquisition and configuration

	Service E: Site Planning, Design, & Architecture for Enterprise Systems Management	
Item #	**Service**	**Hours justification (8 hr day)**
1	- **Develop Top Level ESM Design**	Development of a top level design document for implementation of an Enterprise Systems Management solution.
2	- **Develop detailed component list and configuration**	Development of a document that identifies the components required for ESM and the configuration for those components.
3	- **Develop new and/or integrated Tool Set**	Development of a new (if required) and integration with the current tool set for ESM document.
4	- **Develop Firewall & VPN Configuration Requirements**	Development of a firewall and VPN requirements document for ESM based on the site assessment and the Active directory firewall and VPN design document.
5	- **Develop Hardware Requirements**	Provide recommendations for hardware acquisition and configuration

Services (F - G)

	Service F: . Conduct Windows 2x & Active Directory Deployment	
Item #	**Service**	**Hours justification (8 hr day)**
1	**- Pre-Implementation Discovery and Analysis**	Visit each of the Areas, key sites, and data centers to verify details, Print Queues and overall structure and finalize deployment schedule and plan
2	**- Implement Hardware & Software as appropriate**	Installation and configuration of domain controllers and software based on the site assessment and the top-level Active Directory design document.
3	**- Properly configure based on Architecture Design & Security Model**	Configuration of hardware and software based on the site assessment, architecture documents, firewall and VPN documents and securtity model.
4	**- Join to the Domain and Promote**	After building and configuring, the servers must be joined to the domain and promoted to become Domain Controllers.
5	**- Provide Sustainment Support and Technology Training**	Provide sustainment support and conduct knowledge transfer and OJT of new hardware, software and procedures to the system andministrators and managers.
6	**- Provide functional and Operational Testing**	Conduct testing of the hardware, software, security, and functional procedures.
7	**- User Account Migration**	Migrate user accounts and print queues from the domains to the new Active Directory Domain **(hours based on population)**
8	**- Develop Work Service Level Management Process**	Development of a service level management (SLM) process document based on the site assessment and the to-be SLM requirements.
9	**- Develop Hardware Requirements**	Provide recommendations for hardware acquisition and configuration

	Service G: Conduct Exchange 2003 Deployment	
Item #	**Service**	**Hours justification (8 hr day)**
1	**- Migration Discovery for Exchange 2003**	Validation of Exchange 2003 discovery data collected during the Design assessment.
2	**- Implement Hardware & Software as appropriate**	Inplementation and configration of Exchange 2003 hardware and software.
3	**- Properly configure based on Architecture Design & Security Model**	Configuration of Exchange 2003 hardware and Software IAW the architecture design and the network security model.
	- Mailbox Migration	Implement migration strategy, clean-up Exchange 5.5 Directory and migrate Exchange mailboxes from Exchange 5.5 on mail servers **(hours based on population)**
4	**- Provide Knowledge Transfer**	Execute knowledge transfer for Exchange 2003. Windows 2003 server and Active directory are prerequisites for thisknowledge transfer.
5	**- Provide functional and Operational Testing**	Conduct testing of the hardware, software, security, and functional procedures for Exchange 2003.
6	**- Develop Work Service Level Management Process**	Development of a service level management (SLM) process document based on the site assessment and the to-be SLM requirements as the relate to Exchange 2003.
7	**- Develop Hardware Requirements**	Provide recommendations for hardware acquisition and configuration

Services (H - I)

	Service H: Conduct Server Consolidation	
Item #	**Service**	**Hours justification (8 hr day)**
1	**- Consolidation Discovery**	Validation of server consolidation discovery data collected during the Design assessment.
2	**- Implement Hardware & Software as appropriate**	Consolidate hardware and software as detailed in the server consolidation plan.
3	**- Properly configure based on Architecture Design & Security Model**	Configure consolidated hardware and software based on the detailed Achitecture and the security model.
4	**- Provide Knowledge Transfer**	Execute knowledge transfer based on the to-be architecture based on the server consolidation.
5	**- Provide functional and Operational Testing**	Conduct testing of the hardware, software, security, and functional procedures for the to-be server consolidation architecture.
6	**- Develop Work Service Level Management Process**	Development of a service level management (SLM) process document based on the site assessment and the to-be SLM requirements as they relate to server consolidation.
7	**- Develop Hardware Requirements**	Provide recommendations for hardware acquisition and configuration

	Service I: Enterprise System Management Deployment	
Item #	**Service**	**Hours justification (8 hr day)**
1	**- Implement Hardware & Software as appropriate**	Consolidate hardware and software as detailed in the ESM plan.
2	**- Properly configure based on Architecture Design & Security Model**	Configure ESM hardware and software based on the detailed Achitecture and the security model.
3	**- Provide Knowledge Transfer**	Implement ESM procedures for the proper execution of ESM Tools and services.
4	**- Provide functional and Operational Testing**	Execute knowledge transfer based on the to-be architecture based on the ESM design document.
5	**- Develop Work Service Level Management Process**	Conduct testing of the hardware, software, security, and functional procedures for the to-be ESM architecture.
6	**- Develop Hardware Requirements**	Development of a service level management (SLM) process document based on the site assessment and the to-be SLM requirements as they relate to ESM.
7	**- Hardware Requirements**	Provide recommendations for hardware acquisition and configuration

Services (J - L)

	Service J: Conduct Desktop Standardization	
Item #	**Service**	**Hours justification (8 hr day)**
1	- **Develop Migration Plan**	Assess and develop a migration planning document based on the site assessment, security models, detailed architecture and the firewall/VPM solutions.
2	- **Replace Desktops as appropriate**	Replace or upgrade desktops as needed to meet the requiremnts for the to-be Active Directory architecture.
3	- **Install Standard Desktop**	Install and configure desktops prior to migration to the to-be operating system IAW the NETCOM or site specific standard image.
4	- **Develop Application & Configuration Standardization**	Analyze and develop standards for applications and configuration of those applications
5	- **Develop Hardware Requirements**	Provide recommendations for hardware acquisition and configuration

	Service K: Security Certification	
Item #	**Service**	**Hours justification (8 hr day)**
1	- **Develop IATC & IATO Plan**	Develop documentation to validate an Interim Authority to connect (IATC) and an interim authority to operate IAW the security model and the Army Networthiness program.
2	- **Conduct Networthiness Certification & Testing**	Test and Validate Architecture infostructure, infrastructure, security and busness processes IAW the Army's Networthiness Process.
3	- **Develop Security Engineering Process**	Assess and develop documentation detailing the security engineering process based on the site assessment, security model and the security documenation.
4	- **Develop Hardware Requirements**	Provide recommendations for hardware acquisition and configuration

	Service L: Configuration Management	
Item #	**Service**	**Hours justification (8 hr day)**
1	- **Conduct Change Management Assessment**	Assess and analyze the as-is change management process.
2	- **Document Change Management Assessment**	Assess and analyze the as-is document management process.
3	- **Develop Change Management Plan**	Develop documentation or modify existing documenation to allow the site to manage change as it relates to the to-be architecture and to become compliant with NETCOM existing change management processes.
4	- **Develop Document Management Plan**	Develop documentation or modify existing documentation to allow the site manage documents from cradle to grave and to be able to track document changes and line of custody efficiently.
5	- **Develop Hardware Requirements**	Provide recommendations for hardware acquisition and configuration

Services (M – N)

Item #	Service M - Virtual-Hands On Training (Instructor Lead in Distance Learning Facility) - 24 Sudents	
1	Windows 2003 Server	Virtual Hand-On Training on the Windows 2003 Server with an overview of Active Directory Services.
2	Active Directory Services	Virtual Hands-On Training with Active Directory Services (2003 or 2003 Server a pre-requisite)
3	Exchange 2003	Virtual hands-on training on Exchange 2003 (2003 or 2003 Server a prerequisite)
4	Windows 2003 Security	Virtual hands-on training on Windows 2003 Security (2003 or 2003 Server a prerequisite)

Item #	Service N - On-Site Hands-On Training (Instructor Lead - On-Site) - 24 Sudents	
1	Windows 2003 Server	On-Site Hands-On Training on the Windows 2003 Server with an overview of Active Directory Services.
2	Active Directory Services	On-Site Hands-On Training with Active Directory Services (2003 or 2003 Server a pre-requisite)
3	Exchange 2003	On-Site Hands-on training on Exchange 2003 (2003 or 2003 Server a prerequisite)
4	Windows 2003 Security	On-Site hands-on training on Windows 2003 Security (2003 or 2003 Server a prerequisite)

Services (O)

Service O: Develop Implementation Plan		
Item #	**Service**	**Hours justification (8 hr day)**
1	- **Develop Migration Prerequisites**	Assess and develop a migration planning document based on the site assessment, security models, detailed architecture and the firewall/VPM
2	- **Develop AD Site Definition**	Develop To-Be OU Structure
3	- **Develop To-BE OU Structure**	Install and configure desktops prior to migration to the to-be operating system IAW the NETCOM or site specific standard image.
4	- **Develop Migration Plan**	Analyze and develop standards for applications and configuration of those applications
5	- **Develop Resource Plan**	Provide recommendations for hardware acquisition and configuration
6	- **Develop Migration Execution Plan**	Provide recommendations for hardware acquisition and configuration
7	- **Develop Post-Migration Plan**	Provide recommendations for hardware acquisition and configuration
8	- **Develop Public Relations Plan**	Provide recommendations for hardware acquisition and configuration
O&M Components		
9	- **Develop Support Components**	Analyze and develop standards for applications and configuration of those applications
10	- **Develop Processes and Procedures**	Provide recommendations for hardware acquisition and configuration
11	- **Develop Develop Support Tools Components**	Provide recommendations for hardware acquisition and configuration
12	- **Develop NETCOM Compliance Procedures**	Provide recommendations for hardware acquisition and configuration
13	- **Develop Third-Party Tools Components**	Provide recommendations for hardware acquisition and configuration
Security Components		
14	- **Develop General Security Components**	Analyze and develop standards for applications and configuration of those applications
15	- **Develop AD Security Component**	Provide recommendations for hardware acquisition and configuration
16	- **Develop DNS Security Component**	Provide recommendations for hardware acquisition and configuration
17	- **Develop DNS Protection Component**	Provide recommendations for hardware acquisition and configuration
18	- **Develop System Scanning Component**	Provide recommendations for hardware acquisition and configuration

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Services (ALL)

Service A: Design Discovery of Active Directory and Exchange 2000
Service B: Site Planning, Design, & Architecture for Active Directory
Service C: Site Planning, Design, & Architecture for Exchange 2000
Service D: Site Planning, Design, & Architecture for Server Consolidation
Service E: Site Planning, Design, & Architecture for Enterprise Systems Management
Service F: . Conduct Windows 2K & Active Directory Deployment
Service G: Conduct Exchange 2000 Deployment
Service H: Conduct Server Consolidation
Service I: Enterprise System Management Deployment
Service J: Conduct Desktop Standardization
Service K: Security Certification
Service L: Configuration Management
Service M - Virtual-Hands On Training (Instructor Lead in Distance Learning Facility) - 24 Students
Service N - On-Site Hands-On Training (Instructor Lead - On-Site) - 24 Sudents
Service O - Develop Implementation Plan